


4

Over/Under Payment Resolution

One of the elements used to evaluate the performance of a Performance-Based Contract Administrator (PBCA) is the prompt resolution of overpayment or underpayment issues between the PBCA and the owner or management agent. The TRACS Voucher Over/Under Payment Resolution option enables the user to submit the date an overpayment/underpayment is resolved. This option is available from the TRACS Main Menu screen.

From the **Over/Under Payment Resolution Voucher Selection** screen, click on the [TRACS Menu](#) link in the blue side bar to return to the **TRACS Main Menu**.

From the **Over/Under Payment Resolution Voucher Selection** screen, the  displays directly above the [User Guide](#) link as a visual to direct users to the user guide for assistance in using this application.

Objectives

By the end of this chapter, you will be able to:

- Submit the date an overpayment or underpayment is resolved

4.1 To access the Over/Under Payment Resolution option:

1. From the TRACS Main Menu, click once on the Over/Under Payment Resolution link, and the **TRACS Over/Under Payment Resolution Voucher Selection** screen (Figure 1) displays.


Figure 1. TRACS Over/Under Payment Resolution Voucher Selection Screen

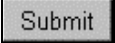
2. Enter the *Contract Number* and *Voucher Date*.
3. Click on , and the **Update Over/Under Payment Resolution (Edit Mode)** screen (Figure 2) displays.

OR

Click on Reset to clear fields and enter different criteria.

Figure 2. Update Over/Under Payment Resolution Screen

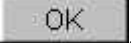
 *Note: If no voucher is found for the Contract Number and voucher date entered, a message displays stating, “No voucher was found with the searching criteria entered”.*

4. Enter *Over/Under Payment Resolution* date.
5. Select either *Over (positive)* or *Under (negative)* radio button.
6. Enter *Payment Amount*.
7. Click on , and the “TRACS Voucher Successfully Updated” message displays.

OR

“The Over/Under payment Resolution data was not updated successfully” message displays.

The date displays on the **Voucher Detail** screen.

8. Click on , and you are returned to the **Over/Under Payment Resolution Voucher Selection** screen.
9. Click on the TRACS Menu link in the blue side bar to return to the **TRACS Main Menu**.